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Genesys Engage cloud Reporting Guide

Table INTERACTION_TYPE

Table INTERACTION_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the INTERACTION_TYPE, INTERACTION_TYPE_CODE, INTERACTION_SUBTYPE and INTERACTION_SUBTYPE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on interaction type, such as Inbound, Outbound, or Internal. Each row describes one interaction type.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_TYPE	PK	X	X		
INTERACTION_TYPE	varchar(64)				
INTERACTION_TYPE_CODE	varchar(32)				
INTERACTION_SUBTYPE	varchar(64)				

Table INTERACTION_TYPE

Column	Data Type	P	M	F	DV
INTERACTION_SUBTYPE	varchar(32)				
IGNORE	numeric(1)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

INTERACTION_TYPE_KEY

The primary key of this table. This key is also the surrogate key that is used to join this dimension to the fact tables.

INTERACTION_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The interaction type. This field is set to one of the following values:

- Unknown
- Internal
- Inbound
- Outbound

This value can change with localization.

INTERACTION_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)

The interaction type code. This field is set to one of the following values:

- UNKNOWN
- INTERNAL
- INBOUND
- OUTBOUND

This value does not change with localization.

INTERACTION_SUBTYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.005 (OutboundCallback subtype added); 8.5.001 (InternalConferenceInvite subtype added)

The interaction subtype. This field is set to one of the following values:

- Unspecified
- InternalCollaborationInvite
- InternalCollaborationReply
- InternalConferenceInvite
- InboundCollaborationReply
- InboundCustomerReply
- InboundDisposition
- InboundNDR
- InboundNew
- InboundReport
- OutboundAutoResponse
- OutboundAcknowledgement
- OutboundCallback
- OutboundCollaborationInvite
- OutboundContact
- OutboundNew
- OutboundNotification
- OutboundRedirect
- OutboundReply
- Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- Unspecified
- InboundNew
- InboundCustomerReply
- OutboundContact
- OutboundNew
- OutboundNotification

This value can change with localization.

INTERACTION_SUBTYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases); 8.5.005 (OUTBOUND_CALLBACK subtype added); 8.5.001 (INTERNALCONFERENCEINVITE subtype added)

The code name of the interaction subtype. This field is set to one of the following values:

- UNSPECIFIED
- INTERNALCOLLABORATIONINVITE
- INTERNALCOLLABORATIONREPLY
- INTERNALCONFERENCEINVITE
- INBOUNDCOLLABORATIONREPLY
- INBOUNDCUSTOMERREPLY
- INBOUNDDISPOSITION
- INBOUNDNDR
- INBOUNDNEW
- INBOUNDREPORT
- OUTBOUNDAUTORESPONSE
- OUTBOUNDACKNOWLEDGEMENT
- OUTBOUND_CALLBACK
- OUTBOUNDCOLLABORATIONINVITE

Table INTERACTION_TYPE

-
- | | |
|---|---|
| <ul style="list-style-type: none">• OUTBOUNDCONTACT• OUTBOUNDNEW• OUTBOUNDNOTIFICATION• OUTBOUNDREDIRECT | <ul style="list-style-type: none">• OUTBOUNDREPLY• Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case) |
|---|---|

Of these values, the following are most likely to be seen from the interaction fact:

- UNKNOWN
- INBOUNDNEW
- INBOUNDCUSTOMERREPLY
- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION

This value does not change with localization.

IGNORE

Applicable to multimedia interactions only, this flag indicates to Genesys Info Mart whether to process interactions of the type described by this row. This field is set to either one of the following values:

- 0 - Interactions of this type are transformed. This value is set by default for most interaction types, including those that are added to this dimension at runtime.
- 1 - Interactions of this type are ignored during transformation. This value is set by default for inbound interactions with subtype values of InboundDisposition and InboundReport.

Note: When an interaction that is set to be ignored is a parent (root) to other interactions, neither parent nor child interactions will be transformed, even if the child interactions are of a different type than the parent interaction.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data. The value of -1 indicates that a record was populated at runtime.

Index List

No indexes are defined.

Subject Areas

- **Interaction** — Represents interactions from the perspective of a customer experience.
- **Interaction_Resource** — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- **Mediation_Segment** — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.